

DEPARTMENT OF ENERGY

FEDERAL PROCUREMENT SYSTEM

BALANCED SCORECARD

PERFORMANCE MANAGEMENT PROGRAM

Core Performance Measures

FY 2012

MISSION

To provide acquisition and assistance services to support accomplishment of the Department's programmatic goals and objectives.

VISION

To deliver on a timely basis the best value product or service to our customers while maintaining the public's trust and fulfilling public policy objectives.

STRATEGY

To develop and maintain an organizational culture, management systems, and line processes in the acquisition system that ensure a focus on results while emphasizing integrity, fairness, competition, openness, and efficiency.

BALANCED SCORECARD

PERSPECTIVES AND OBJECTIVES



CUSTOMER PERSPECTIVE

OBJECTIVE	MEASURE	TARGET
<p>Customer Satisfaction</p> <p>Data Source: Customer Survey Data Generation: Accomplished by using standardized survey instrument. Individual survey responses are entered into Excel Data Reduction Program which calculates results. Data Verification: Procurement Directors are responsible for accuracy of data and retention of Excel Program Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.</p> <p>Effective Service/Partnership</p> <p>Data Source: Customer Survey Data Generation: Accomplished by using standardized survey instrument. Individual survey responses are entered into Excel Data Reduction Program which calculates results. Data Verification: Procurement Directors are responsible for accuracy of data and retention of Excel Program Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.</p>	<p>1. Timeliness: Extent of customer satisfaction with timeliness of procurement processing; planning activities; and on-going communications.</p> <p>2. Quality: Extent of customer satisfaction with the quality of goods and services delivered.</p> <p>Extent of customer satisfaction with the responsiveness, cooperation, and level of communication with the procurement office.</p>	<p>88% (Site Target)</p> <p>92% (Site Target)</p> <p>92% (Site Target)</p>

INTERNAL BUSINESS PERSPECTIVE

5

OBJECTIVE

MEASURE

TARGET

Acquisition Excellence

Data Source: Manager's Self-Assessment Survey, local protest data, compliance review results.
Data Generation: Accomplished by using standardized survey instrument. Individual survey responses are entered into Excel Data Reduction Program which calculates results.
Data Verification: Procurement Directors are responsible for accuracy of data and retention of Excel Program Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.

Extent to which internal quality control systems are effective, particularly with respect to compliance with laws and regulations, vendor selection and performance, contract administration, and subcontractor oversight.

88%
No sustained protests.
(These are Site Targets)

INTERNAL BUSINESS PERSPECTIVE

6

OBJECTIVE

MEASURE

TARGET

Most Effective Use of Contracting Approaches to Maximize Efficiency and Cost Effectiveness

Use of Competition:

Data Source: FPDS-NG: Competition Report
Data Generation: HQ will generate data from FPDS-NG
Data Verification: Procurement Directors are responsible for accuracy of data entered into FPDS-NG.

Use of Competition:

1. Percent of total dollars obligated on competitive acquisition actions over \$3000.
2. Percent of acquisition actions competed for actions over \$3000.

(For the purposes of the BSC, the above competition measures will be computed as an overall average for the Department. Performance data will be obtained by HQ. Sites are not required to report individual site performance achievement in their BSC response.)

85%

68%
(These are Department-wide Targets)

INTERNAL BUSINESS PERSPECTIVE - Cont.

7

OBJECTIVE

MEASURE

TARGET

Most Effective Use (cont'd)

Performance Based Acquisitions:

Data Source: FPDS-NG: PBA Report

Data Generation: FPDS-NG: PBA Report

Data Verification: Procurement Directors are responsible for accuracy of data entered into the FPDS-NG. HQ will randomly sample pre and post award actions and compare against the FAR PBA standards.

Performance Based Acquisitions:

1. Percent of PBA actions executed relative to total eligible new acquisition actions (applicable to new acquisition actions > \$25K). (Measure is % of actions.)

2. Percent of PBA dollars obligated relative to total eligible PBA dollars (applicable to all actions over \$25K). (Measure is % of \$'s)

70%
(Site Target)

80%
(Site Target)

OBJECTIVE

MEASURE

TARGET

<p>Streamlined Processes</p> <p>Procurement Administrative Lead Time: Data Source: STRIPES and IDW Data Generation: STRIPES and IDW reports Data Verification: Procurement Directors are responsible for accurately reporting results and retention of records in accordance with records management requirements. Records will be made available for compliance and/or HQ reviews.</p>	<p>Procurement Administrative Lead Time (PALT) for Acquisition:</p> <ol style="list-style-type: none"> 1. Percentage of new competitive service awards over \$150K awarded within STRIPES specified time period. 2. Percentage of task orders/delivery orders, awarded under the Federal Supply Schedules that exceed the micro purchase threshold and which require a SOW and a RFQ, executed within STRIPES specified time period. 3. Percentage of competitive 8A awards executed within the STRIPES specified time period. 4. Percentage of non-competitive 8A awards executed within the STRIPES specified time period. 5. Percentage of change orders definitized between \$0 to \$1M executed within the STRIPES specified time period. 	<p>90%</p> <p>90%</p> <p>90%</p> <p>90%</p> <p>90%</p>
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INTERNAL BUSINESS PERSPECTIVE - Cont.

9

OBJECTIVE

MEASURE

TARGET

<p>Streamlined Processes (cont'd)</p> <p>Procurement Administrative Lead Time (cont'd)</p>	<p>Procurement Administrative Lead Time (PALT) for Acquisitions (cont'd):</p> <p>6. Percentage of change orders definitized over \$1M executed within the STRIPES specified time period.</p> <p>7. Percentage of unilateral modifications to exercise options executed within the STRIPES specified time period.</p> <p>8. Percentage of non-competitive actions executed within the STRIPES specified time period.</p> <p>Procurement Administrative Lead Time (PALT) for Financial Assistance:</p> <p>Percentage of new competitive awards that are executed within the STRIPES specified time period.</p>	<p>80%</p> <p>90%</p> <p>90%</p> <p>90%</p> <p>(All PALT Measures are Site Targets)</p>
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INTERNAL BUSINESS PERSPECTIVE - Cont.

10

OBJECTIVE

MEASURE

TARGET

On-Time Delivery

Data Source: Past Performance Data Base, local deliverable tracking systems.

Data Generation: Data is tabulated from the listed tracking systems.

Data Verification: Procurement Directors are responsible for accurately reporting results and retention of records in accordance with records management requirements. Records will be made available for compliance and/or HQ reviews.

Percentage of contracts where contractual delivery date meets actual delivery/acceptance date.

Note: This measure applies to *supply and service procurement* actions (not Financial Assistance) > \$1M.

95%
(Site Target)

INTERNAL BUSINESS PERSPECTIVE - Cont.

11

OBJECTIVE

MEASURE

TARGET

Contractor Performance Assessment Reporting System (CPARS)

Data Source: FPDS-NG, CPARS

Data Generation:

1st Measure: Site computes percentage after comparing applicable contracts from FPDS-NG to contracts registered in CPARS (those listed on CPARS Status Report.)

2nd Measure: Site runs Status Report which will provide the data necessary to calculate percentage of CPARS that were entered timely.

Data Verification: Procurement Directors are responsible for ensuring the accuracy of the information entered into FPDS-NG and CPARS. Records will be made available for compliance and/or HQ reviews.

Percentage of applicable contracts registered (whether through auto-register or manually) in the CPARS database.) (Note: Applicable contracts are those with a total estimated value \geq \$150K. Contract actions who's total estimated value equals or exceeds \$150K as a result of modification are required to be registered.)

Percentage of CPARS that were entered timely in accordance with established guidelines and procedures.

98%
(Site Target)

100%
(Site Target)

INTERNAL BUSINESS PERSPECTIVE - Cont.

OBJECTIVE

MEASURE

TARGET

<p>Socioeconomics Data Source: FPDS-NG Data Generation: FPDS-NG: Small Business Goaling Report Data Verification: Procurement Directors are responsible for accurately reporting results in FPDS-NG.</p>	<p>Percentage of assigned socioeconomic goals achieved.</p> <p><i>(For purposes of the BSC, the above socioeconomic measures will be computed as an overall average for the Department. Performance achievement results will be obtained by HQ. Sites are not required to report individual site achievement in their BSC response.)</i></p>	<p>100% (Department-wide Target)</p>
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INTERNAL BUSINESS PERSPECTIVE - Cont.

13

OBJECTIVE

MEASURE

TARGET

**Award Fee Plan in place by
period of performance start.**

Data Source: Local tracking system

Data Generation: Local tracking system

Data Verification: Procurement Directors are responsible for the accuracy of the reported data, and for retention of source documents in accordance with records management requirements. Records will be made available for compliance and/or HQ reviews.

Percent of Award Fee Plans in place by period of performance start.

100%
(Site Target)

INTERNAL BUSINESS PERSPECTIVE - Cont.

14

OBJECTIVE

MEASURE

TARGET

Timely provision of award fee to contractor.

Data Source: FPDS-NG, local tracking systems

Data Generation: Accomplished by comparing date of FDO decision to date contract mod is issued.

Data Verification: Procurement Directors are responsible for accuracy of data and retention of computation records in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.

Percent of contract modifications executed within 14 calendar days of FDO decision.

85%
(Site Target)

INTERNAL BUSINESS PERSPECTIVE - Cont.

15

OBJECTIVE

MEASURE

TARGET

Current Contract Management Plans

Data Source: Local tracking systems

Data Generation: Local tracking

Data Verification: Procurement Directors are responsible for accuracy of data and retention of computation records in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.

Percent of CMPs fully approved within 30 calendar days of significant contract action. Significant contract actions include, at a minimum, contract execution and option modifications.

100%
(Site Target)

INTERNAL BUSINESS PERSPECTIVE - Cont.

16

OBJECTIVE

MEASURE

TARGET

Issue fully priced Change Orders.

Data Source: FPDS-NG and local tracking systems
Data Generation: FPDS-NG and local tracking
Data Verification: Procurement Directors are responsible for accuracy of data and retention of computation records in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.

Percent of Change Order (actions) that were fully priced when issued, relative to total Change Order (actions, both priced and unpriced).

80%
(Site Target)

LEARNING AND GROWTH PERSPECTIVE - Cont.

17

OBJECTIVE

MEASURE

TARGET

Employee Satisfaction

Data Source: Employee Survey

Data Generation: Accomplished by using standardized survey instrument. Individual survey responses are entered into the Excel Data Reduction Program which calculates results.

Data Verification: Procurement Directors are responsible for accuracy of data and retention of Excel Program Reports in accordance with records management requirements. Reports will be made available for compliance and/or HQ reviews.

Superior Executive Leadership: Employee's perception of the organization's professionalism, culture, values, and empowerment. (Metric is a %)

Quality Work Environment: Employee's degree of satisfaction with the tools available to perform the job, with mechanisms in place to ensure effective communications to accomplish job requirements, and with current benefits and job security. (Metric is a %)

85%
(Site Target)

86%
(Site Target)

LEARNING AND GROWTH PERSPECTIVE - Cont.

18

OBJECTIVE

MEASURE

TARGET

Quality Workforce

Data Source: DOE Acquisition Career Management Program (ACMP)

Data Generation: Site will retrieve data from SCAM's internally maintained records.

Data Verification: Procurement Directors are responsible for accurately reporting into the centralized ACMP database at HQ. Reports, as well as back-up documentation when requested, will be made available for HQ review and verification.

Percent of Certified Acquisition Professionals (i.e.,
The percentage of those certified at the requisite level.)

FAC-C
FAC-COR
FAP-C
TPO
Purchasing
Property

90%

90%

90%

90%

90%

90%

(These are Site Targets)

FINANCIAL PERSPECTIVE

19

OBJECTIVE

MEASURE

TARGET

Optimum Cost Efficiency of Purchasing Operations

Data Source: FPDS-NG, local budget tracking systems.

Data Generation: Cost to Spend Ratio is calculated from data extracted from listed data systems.

Data Verification: Procurement Directors are responsible for the accuracy of the calculated ratio, and for retention of source documents and ratio calculation sheets in accordance with records management requirements. Records will be made available for compliance and/or HQ reviews.

Cost to Spend Ratio: Procurement organization's operating costs (labor plus overhead) divided by procurement obligations. (Note: the costs and obligations associated with M&O actions are excluded). (Metric: How much does it cost to obligate \$1-)

.009
(Site Target)